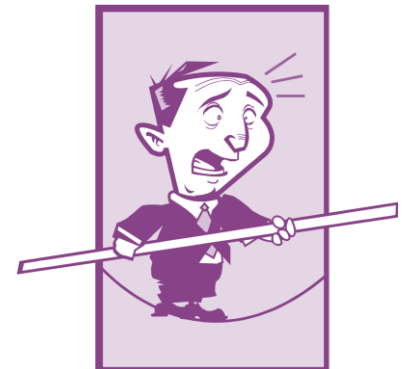


Making the workplace a better place to be

dohr:

Walking the Tight-Rope

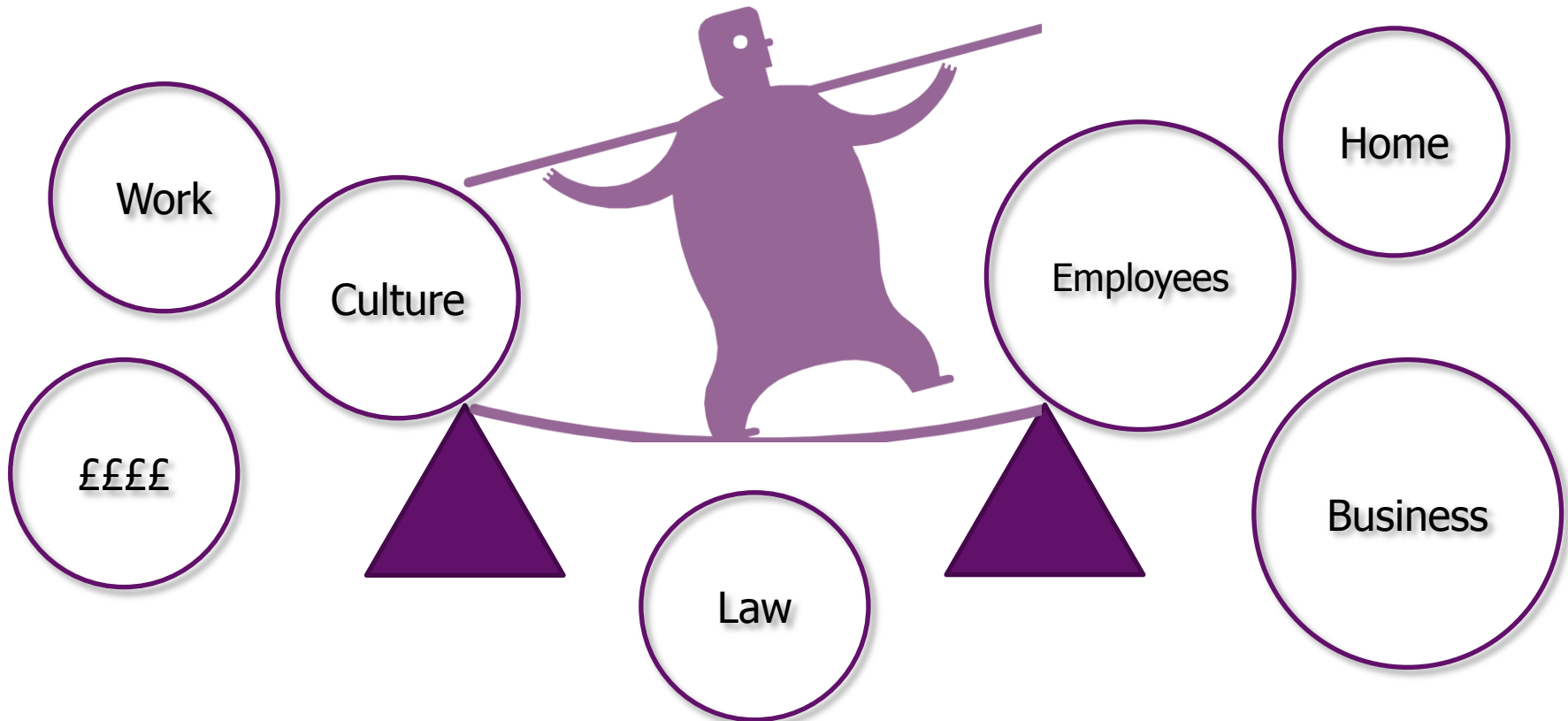
Donna Obstfeld
HR Specialist



Making the workplace a better place to be

dohr:

The Business Challenge



Making the workplace a better place to be



What is HR?

Resourcing	Relations	Development	Reward	Misc
Job descriptions	Terms and conditions	Training courses	Salary	HR Audit
Person specifications	Policies & procedures	Mentoring programmes	Bonuses	Mediation
Advertising	Employment law	Induction	Benefits	HR systems
Screening	Employee life cycle	Performance management	Pensions	Payroll
Interviewing	Disciplinary & grievances	Personal development	Job evaluation	Health & Safety
Organisation structure	Diversity	Career development	The work environment	Data Protection
Succession planning	Terminations	E-learning	Flexible working	HR Strategy

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How many employees before HR is needed?



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Top 10 Tips.....for keeping your balance

Tip 1: Contract of Employment

- Legal obligation
- Mandate for the employers to manage
- Rights for employees are clarified
- Expectations are set

Tip 2: Job Descriptions

- Clearly defined deliverables
- Recruit the right people with the right skills, experience and personality
- Performance can be reviewed against criteria

Tip 3: Induction

- Set the tone from day 1
- Decide what the employee needs to know to make them as effective as possible as quickly as possible

Tip 4: Probation Period

- This is your get out of jail free card
- Recommend a six month probation period
- Help and support
- Review Performance
- Terminate if not able to perform

Tip 5: Performance Reviews

- Step out of the rat race of day to day operations
- Set objectives
- Identify training needs
- Understand future aspirations

Tip 6: Lead by Example

- You are the boss, You set the tone
 - Attendance
 - Dress Code
 - Communication Style

Tip 7: Health & Safety

- Joint obligations
- Documented if more than 5 employees
- Physical and mental
- Risk assessments
- Training

Tip 8: Give and Take

- Build relationships
- Trust
- Respect
- Not necessarily friendship
- Flexibility

Tip 9: Seek Feedback

- Don't sit in an ivory tower
- Create an open door culture
- Staff have their ears to the ground, so use them
- You are not a finished product – help staff to polish you!

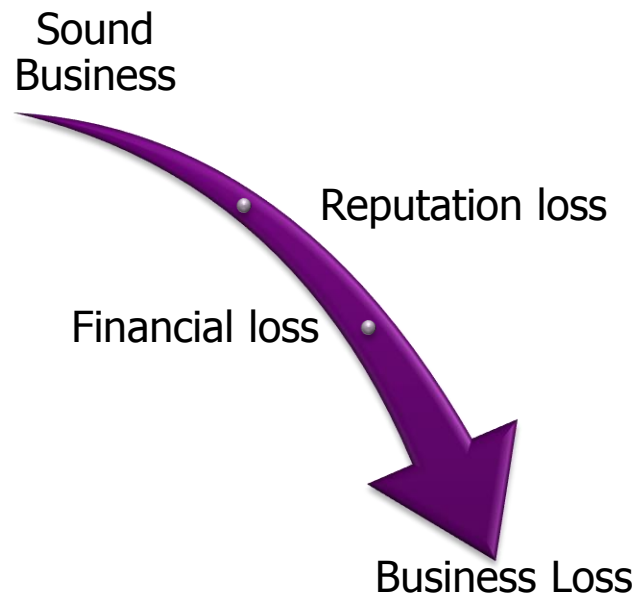
Tip 10: Communication

- Clear
- Consistent
- Document
 - Processes, policies
- Two ears and one mouth

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Getting it wrong!

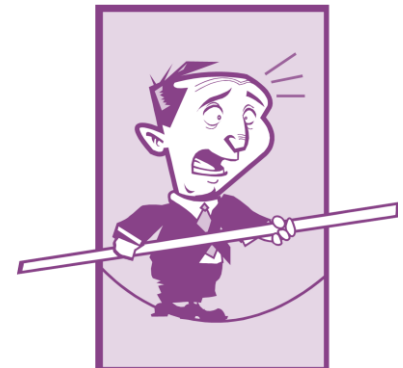


Summary

Contract of Employment	Lead by Example
Job Descriptions	Health & Safety
Induction	Give and Take
Probation Period	Seek Feedback
Performance Review	Communication

“HR is nothing without a business, but a business may turn to nothing without HR”

Donna Obstfeld



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